

“A Study on Manipulation of Anxiety of The Employees in The It Industry w.r.t. MIDC, PMC”**Dr Omprakash Haldar, Nitin M Padalkar, Ritwika Haldar**

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Abstract:-

According to Freud, anxiety is a feeling of impending danger that can be based on objective, neurotic, or moral threats. Anxiety is a feeling of impending danger. Sigmund Freud (1856-1939) considered three types. Objective anxiety results from a real threat in the physical world to one's well-being, as when a ferocious-looking dog appears from around the corner.

The other two types are derived from objective anxiety. Neurotic anxiety results from the ego feeling overwhelmed by the id, which threatens to express its irrationality in thoughts and behavior. There is a fear of external punishment for such expression. Moral anxiety is based on a feeling that one's internalized values are about to be compromised. There is a fear of self-punishment (e.g., guilt) for acting contrary to one's values. Operating at the unconscious level, it employs defense mechanisms to distort or deny reality.

Key Words:- Anxiety, Neurotic anxiety, self-punishment, Operating at the unconscious level

1. Introduction:-

Encyclopedia Britannica¹ defines Anxiety as a feeling of dread, fear, or apprehension, often with no clear justification. Anxiety is distinguished from fear because the latter arises in response to a clear and actual danger, such as one affecting a person's physical safety. Anxiety, by contrast, arises in response to apparently innocuous situations or is the product of subjective, internal emotional conflicts the causes of which may not be apparent to the person himself.

Some anxiety inevitably arises in the course of daily life and is considered normal. But persistent, intense, chronic, or recurring anxiety not justified in response to real-life stresses is usually regarded as a sign of an emotional disorder. When such an anxiety is unreasonably evoked by a specific situation or object, it is known as a phobia. A diffuse or persistent anxiety associated with no particular cause or mental concern is called general, or free-floating, anxiety.

2. The Significance of the study-

IT touches every sphere of life and almost all the types of industries. The numbers employed in the IT and ITES sector is quite significant.

There is no one cause of high anxiety. Rather, there are a number of factors that may contribute to the development of anxious thoughts and behaviour. Some causes of anxiety are personal, some cultural/social and some related to the workplace.

There have been a lot of studies on Stress Management, but very little on anxiety and especially in the IT Industry.

3. Literature Review-

A study has been published in the 'Indian Journal of Psychiatry' which is the official publication of the Indian Psychiatric Society.

Name of the Study: **An overview of Indian research in anxiety disorders⁴**

Authors: J K Trivedi and Pawan Kumar Gupta

Online: <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3146193/>

Conclusions: Most of the epidemiological studies done in India neglected anxiety disorders. The use of poor sensitive screening instruments, single informant and systematic under-reporting has added to the discrepancy in the prevalence rate.

4. The Objectives of the study-

The primary objective is to study an area of which a need is being felt by the IT industry.

1. To study if the anxiety affects the performance of the employees
2. To study if the employees can handle anxiety or need external help/intervention
3. To study what help/intervention is needed by the employees
4. To study the current help/intervention provided by the employer

5. Pre assumption of the study:-

- a. The problem of anxiety is insignificant and intervention/help is unnecessary for the employees in the IT industry in Pune area.
- b. The problem of anxiety is significant and intervention/help is necessary for the employees in the IT industry in Pune area.

6. Research Methodology of the study-

- a) **Area of the Study-** Pune Area, State of Maharashtra, India
- b) **The period under study-** The employees currently working in the company.
- c) **Type of Research Study -** Descriptive, research Study.

- d. **Methods of Data Collections-** There are two categories of collecting data, namely primary and secondary.

Secondary data- From NASSCOM Pune, CSI Pune chapter and various other forums like alumni associations of IT companies secondary data will be collected that is relevant for the study. Referring various Magazines, articles, websites, Periodicals, journals available at different Libraries will be the source of collection of secondary data for my studies.

7. The Analysis of the secondary data and the Findings-

The study will cover based on the collected secondary data of the IT industry in Pune as collected primary data. There are more than 500 IT companies in Pune area and the analysis has done.

As we know descriptive study is fact-finding investigation with adequate interpretation so the research will reveal problem of anxiety in the IT industry in Pune. Problem is describable & descriptive information has gathered.

American Psychological Association defines **Anxiety** is an emotion characterized by feelings of tension, worried thoughts and physical changes like increased blood pressure.

Anxiety generally causes people to experience the following responses:

- An intense physical response due to arousal of the nervous system leading to physical symptoms such as a racing heartbeat.
- A cognitive response which refers to thoughts about the situation and the person's ability to cope with it. For someone experiencing high anxiety this often means interpreting situations negatively and having unhelpful thoughts such as "This is really bad" or "I can't cope with this".
- A behavioural response which may include avoidance or uncharacteristic behaviour including aggression, restlessness or irrational behaviour such as repeated checking.
- An emotional response reflecting the high level of distress the person is experiencing.

In the IT industry, a needs assessment discussion with some of the managers in the HR and Delivery domain of some of the IT companies helped to select this topic where need for research is being felt.

Despite of the amount of studies conducted in the clinical field on Anxiety, little has been made to understand depression and anxiety manifestations in a professional context.

Focusing on work-related anxiety rather than anxiety more generally, It will be examined aspect(s) over which employers have more control and where modifications of work practices may have more positive influence.

8. Suggestions & Conclusion –

IT Industry should be able to provide insights that will be practically useful to alleviate the problem of anxiety both at the individual level for an employee and at the organizational level for an employer.

The intervention requirements of the employees can be shared with the employer who in turn can try and provide the necessary help.

As already mentioned there have been very few studies on the anxiety apart from a clinical angle or view. Especially in the IT industry there has been a lot of research done in the area of stress but not on anxiety.

Furthermore research is lacking in the areas of non-pharmacological management like relaxation therapies, yoga, other meditation techniques and psychotherapies despite India being the birth place of many such techniques.

The phenomena anxiety is significant and intervention is needed for the employees in the IT industry in Pune area.

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